

# VACANCY ANNOUNCEMENT

AMERICAN CONSULATE GENERAL, ISTANBUL

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| SUBJECT:<br><b>VACANCY ANNOUNCEMENT – CUSTOMS<br/>EXPEDITOR/CUSTOMER SERVICE REPRESENTATIVE</b> | NUMBER:<br><b>020-17</b> | DATE:<br><b>07/27/2017</b> |
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**OPEN TO:** All Interested Candidates

The “Open To” category listed above refers to candidates who are eligible to apply for this position. The “Open To” category should not be confused with a “hiring preference” which is explained later in this vacancy announcement.

**POSITION:** Customs Expeditor/Customer Service Representative

**OPENING DATE FOR APPLICATIONS:** Opening of business July 27, 2017

**CLOSING DATE FOR APPLICATIONS:** Close of business August 10, 2017

**WORK HOURS:** Full-time, 40 hours per week

**SALARY:** Ordinarily Resident (OR) Full Performance Level FSN-7 TL. 60,232 - Trainee Level FSN-6 TL 51,061 p.a. per annum (starting gross salary)

(The salary is gross, deductions are made for the employee share for social security coverage and optional supplemental health benefits and tax is levied on any cash payment made by employer, including bonuses and allowances)

Not-Ordinarily Resident (NOR): Full Performance Level: FP-7- Trainee Level: FP-8

Final grade/step for NORs will be determined by Washington.

**NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

If the applicants do not meet all the qualification requirements as announced, a trainee level may be established and the starting grade level may be lowered accordingly.

The U.S. Consulate General in Istanbul, Turkey is seeking an individual for Customs Expeditor/Customer Service Representative position to work in Management Section, General Services Office (GSO).

**BASIC FUNCTION OF THE POSITION:**

Customs Expeditor / Customer Service Representative position assists with in and out processing of American employees and family members while performing many customer focused work as a Customs Expeditor. Incumbent will be the primary point of contact for all newly arrived

employees—providing advice, assistance and direction for an assortment of concerns related to housing, shipments, and personal telecommunications. The incumbent will process customs clearance for personally-owned vehicles (POVs), as well as all associated registration, inspection, insurance and licensing tracking and implementation. The employee is full back-up Expeditor for large VIP groups, CODELS, SECDELS, SECSTATE and White House delegations and assists TDY travelers arriving with equipment that requires airport custom's clearance. The incumbent will assume duties that enable newly arrived personnel to feel immediately at home in their new residence, such as setting up internet accounts and installing hardware, providing information on cable options, personal data/SMS/voice plans, and assisting the employee with registering their personal devices with the Turkish government. The incumbent will assist employees by directing residential repair inquiries to the appropriate office within Management Section, and assisting the Housing Assistant with Landlord related requests.

### **QUALIFICATIONS REQUIRED:**

**Note: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.**

**A. Following are the minimum qualifications for the FSN-7/FP-7 Full Performance level:**

1. Education: Completion of High School required.
2. Work Experience: Minimum THREE years of work experience related to customer service is required.
3. Language: Level III (good working knowledge) Speaking/Reading/Writing English and Level III (good working knowledge) Speaking/Reading/Writing Turkish are required. Language proficiency will be tested.
4. Other Skills: Excellent communication and customer service skills. Knowledge of administrative and office procedures and management practices. Proficiency in use of Microsoft Office programs, a valid driver's license and skill in driving required. Incumbent must be available to work on evenings, weekends, early mornings, U.S. and Turkish holidays, as needed.

**B. Following are the minimum qualifications for the FSN-6/FP-8 TRAINEE level:**

1. Education: Completion of High School required.
2. Work Experience: Minimum TWO years of work experience related to customer service is required.
3. Language: Level III (good working knowledge) Speaking/Reading/Writing English and Level III (good working knowledge) Speaking/Reading/Writing Turkish are required. Language proficiency will be tested.
4. Other Skills: Excellent communication and customer service skills. Knowledge of administrative and office procedures and management practices. Proficiency in use of Microsoft

Office programs, a valid driver's license and skill in driving required. Incumbent must be available to work on evenings, weekends, early mornings, U.S. and Turkish holidays, as needed.

### **HIRING PREFERENCE SELECTION PROCESS**

When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

### **HIRING PREFERENCE ORDER:**

- (1) AEFM / USEFM who is a preference-eligible U.S. Veteran\*
- (2) AEFM / USEFM
- (3) FS on LWOP\*\*

**\* IMPORTANT: Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.**

**\*\* This level of preference applies to all Foreign Service employees on LWOP.**

### **ADDITIONAL SELECTION CRITERIA:**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply. In addition, LE Staff employees must serve a minimum of 52 calendar weeks in the position for which they were hired before becoming eligible to apply for advertised positions in other sections.
3. Current Ordinarily Resident (OR) employees with an Overall Summary Rating that is below 100 on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFM's who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed not-ordinarily resident (NOR) employees hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. Military Service (for male applicants): Completion of compulsory military service is required.

### **HOW TO APPLY**

Interested candidates for this position must submit the following for consideration of the application: Failure to do so may result in a determination that the applicant is not qualified:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member ([DS-174](#)) that can be downloaded from <https://tr.usembassy.gov/embassy-consulates/work-with-us/jobs/>; or
2. A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); or
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus
4. Any other documentation (e.g. copies of elementary school diploma, ID card, military discharge, residence permit, document, essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

**Please note that the Human Resources Office no longer accepts applications delivered to the U.S. Consulate in person. All applications must be submitted via e-mail, fax or, mail. If the application is sent via e-mail, applicants should receive a confirmation e-mail which states that the application is received by the Human Resources Office. Applicants should contact Recruitment Assistant (see the contact information below), if they do not receive an auto reply confirming receipt of their application. Please do not send your files (application forms, resumes or any additional documents) as shared URL links (for example: One Drive, Google Drive, etc.). All application documents submitted via e-mail must be sent as PDF attachments and/or word attachments. Failure to do so may result in a determination that the application is not valid.**

**E-MAIL, FAX OR MAIL APPLICATION TO**

Human Resources Office

Attention: Recruitment Assistant

American Consulate General, Istanbul, Turkey

Telephone: (0090) (212) 335-9318 or 9158

Fax: (0090) (212) 335-9135

E-mail: [IstanbulHRO@state.gov](mailto:IstanbulHRO@state.gov)

**Please note: Short listing and interviews are normally completed within six weeks of the closing date. Please assume that your application has been unsuccessful if you have not heard from us within six weeks of the closing date.**

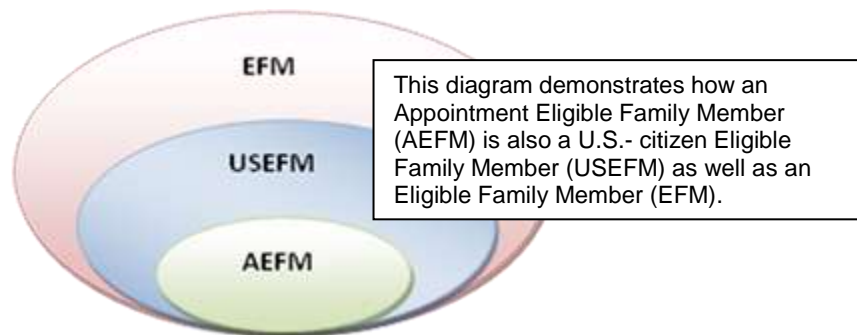
**CLOSING DATE FOR THIS POSITION: CLOSE OF BUSINESS AUGUST 10, 2017**

The U.S. Mission in Turkey provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such

complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

## Appendix A DEFINITIONS



**1. Eligible Family Member (EFM):** An EFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

**2. U.S. Citizen Eligible Family Member (USEFM):** A USEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**

- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**3. Appointment Eligible Family Member (AEFM):** An AEFM for employment purposes **is an** individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does **NOT** currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**4. Member of Household (MOH):** An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan. A MOH is an individual who meets the following criteria:

- Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
- Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
- Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

**5. Not Ordinarily Resident (NOR)** – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

**6. Ordinarily Resident (OR)** – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

## **Appendix B**

**If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.**

**Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)

- J. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class/Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References